

1. To pass this practice quiz, you must receive at least 80%, or 4 out of 5 points, by completing the activity and answering corresponding quiz questions. You can learn more about graded and practice items in the [Course Overview](#)<sup>↗</sup>.  
Activity Overview

1 / 1 point

In this activity, you will update the project charter's general goals and deliverables into SMART ones based on a new conversation and company mission documents.

#### Scenario

Review the scenario below. Then complete the step-by-step instructions.

Peta has finished discussing the details of the project with the team. The next step is to review documentation to clarify some of the project's goals.

#### Step-By-Step Instructions

##### Step 1: Access your draft

Begin by opening the project charter draft you updated in the last activity, *Revise your project charter*.

As you complete these instructions, you will update the following sections of your project charter:

- Goals
- Deliverables

##### Step 2: Analyze project goals for SMART criteria

Analyze the goals and deliverables you drafted and ensure they meet all the SMART criteria. If they do not meet all criteria, highlight, bold, or underline the parts of each goal that need additional detail and take note of the missing information.

As a reminder, for a goal to be SMART, it must be:

- Specific
- Measurable
- Attainable
- Relevant
- Time-bound

##### Step 3: Rewrite project goals to be SMART

Based on your analysis from Step 2, choose 3-5 goals and rewrite them to make them SMART. (If all your original goals meet all five criteria, that's great!) Review the supporting materials from previous activities to find the additional details you need to make your goals SMART.

*Note: To review supporting materials introduced in earlier activities, you can find them in the [Resources section](#)<sup>↗</sup>.*

As a reminder, here's how to rewrite a goal to make it SMART:

- Example goal: "Increase gift card sales by the end of the year (EOY)."
- Updated SMART goal: "Increase gift card sales *by 15%* by the end of the year (EOY) *by offering a 25% discount to returning customers.*"

Use the following Guiding Tips and Questions if you need more help rewriting your goals. Keep in mind the more detail you add to the project goals, the more clarity they will bring to the team throughout the project:

- Is the goal specific? Does it detail what needs to be done?
- Is the goal measurable? Can it be quantified?
- Is the goal attainable? Can your team accomplish it?
- Is the goal relevant? Does it currently benefit the company?
- Is the goal time-bound? Does your team have an idea of when it will be completed?

Note: In some cases, you may not be able to find every detail you need to write an entire SMART goal, so you can use a placeholder such as “TBD” (“to be determined”). For example, “Customers will check out TBD times faster than before the project started.” Even if you don’t know the specifics of your goals, writing them in SMART language will force your team to return to them later and define all of the missing specifics.

Step 4: Save your work

Be sure to save the project charter you drafted for this activity. You will revise and refine project artifacts, including the project charter, as you progress through the course.

What to Include in Your Response

Be sure to include the following elements in your updated project charter:

5 revised SMART goals.

- Rewrite project goals to be Specific.
- Rewrite project goals to be Measurable.
- Rewrite project goals to be Attainable.
- Rewrite project goals to be Relevant.
- Rewrite project goals to be Time-bound.

Did you complete this activity?

- ☒ Yes  
☐ No



Correct

Thank you for completing this activity! Now you have an updated project charter draft to use as you move forward with project planning. Review the quiz feedback below to find out how you did.

2. Which of the following is an example of a measurable goal?

1 / 1 point

- ☐ Improve back-of-house employee satisfaction
- ☐ Improve table service productivity and efficiency by installing tabletop menu tablets at the start of Q2
- ☐ Decrease table turn time by improving ticket order flow
- ☒ Reduce food waste by 25% by the end of Q2



Correct

This goal is measurable because it states *by how much* to reduce food waste.

3. Which of the following is an example of a time-bound goal? Select all that apply.

1 / 1 point

- ☐ Decrease table turn time by 30%
- ☐ Increase average check value to \$75
- ☒ Implement menu tablets by the start of Q2



Correct

This goal is time-bound because it is clear when it should be completed.



Increase appetizer sales by the end of Q2



Correct

This goal is time-bound because it is clear when it should be completed.

4. One of the project goals is to decrease average table turn time. Which version of this goal meets all the SMART criteria?

1 / 1 point

- ☐ Decrease average table turn time by 30 minutes, resulting in decreased customer wait time and more profit
- ☐ Decrease average table turn time by 30 minutes by the end of the week, resulting in more profit and a decrease in customer wait time
- ☒ Decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time
- ☐ Decrease average table turn time by the end of the year in order to keep executives and investors happy



Correct

This goal meets all the SMART criteria. It has a specific aim, it is measurable in minutes, it is attainable through the tablet program, it is relevant to Sauce & Spoon's larger business goals, and it is time-bound within Q2.

5. One of the project goals is to increase the average check total for each table. Which version of this goal meets all the SMART criteria?

1 / 1 point

- ☐ Increase average check total to \$75 by the end of Q2
- ☒ Increase average check total to \$75 by the end of Q2 by selling more appetizers and beverages, resulting in increased profits.
- ☐ Increase average check total by selling more appetizers and beverages by the end of Q2
- ☐ Increase average check total by \$75 by selling more appetizers and beverages within five years



Correct

This goal meets all the SMART criteria. It has a specific aim, it is measurable in money spent, it is attainable through the tablet program, it is relevant to Sauce & Spoon's larger business goals, and it is time-bound within Q2.